

WORK SESSION MINUTES – WEDNESDAY, AUGUST 2, 2023

STATE OF KANSAS)
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CITY OF KANSAS CITY)

The Board of Public Utilities of Kansas City, Kansas (aka BPU, We, Us, Our) met in Work Session on Wednesday, August 2, 2023 at 5:00 PM. The following Board Members were present: Rose Mulvany Henry, President; Thomas Groneman, Vice President; Robert L. Milan, Secretary; Jeff Bryant and Mary Gonzales. David Haley was absent.

Also present: William Johnson, General Manager; Angela Lawson, Acting Chief Counsel; Johnetta Hinson, Executive Director Customer Service; Jerry Sullivan, Chief Information Officer; Mark Masloski, Meter Data Management System Analyst; and Robert Kamp, IT Project Manager.

A video of this meeting is on file at the Board of Public Utilities and can be found on the BPU website, www.bpu.com.

Ms. Mulvany Henry called the meeting to order at 5:01 PM.

Roll call was taken. The following Board Members were present, Ms. Mulvany Henry, Mr. Bryant, Ms. Gonzales, Mr. Milan, and Mr. Groneman. Mr. Haley was not present.

Item #3 –Approval of Agenda

A motion was made to approve the Agenda by Ms. Gonzales, seconded by Mr. Bryant, and unanimously carried.

Item #4 –Board Update/GM Update

There were no updates.

Item #5 – Customer Service Dashboard Discussion

Mr. Johnson gave a presentation regarding Customer Service (CS) Dashboard updates. (See attached PowerPoint.) Points discussed during the presentation included:

- Providing the CS data as a quarterly update to the Board. The Board also requested that the current quarter and previous quarter's update be sent out together, to allow for a side by side comparison.
- Discussed adding utility-wide statistics to include Electric and Water in the future.

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- The ability for CS to assign each call a ‘call code’ for tracking purposes. This information would help BPU gain a better understanding of customer needs.
- In addition to the reported items listed, the Board indicated they would like to see the number of customer disconnects and the total number of calls taken by CS representatives.
- Customers can now opt to participate in a short survey following their call with a CS representative, allowing more customer feedback to be collected.
- The Board requested an option for customers to be easily transferred to the outage line through our current telephone IVR.
- An enhancement was made to the paperless billing feature, allowing customers to have an additional person / email address on their account.
- A request was made to update Call Escalations verbiage to indicate whether a complaint or concern was coming from another source, for example, the General Manager’s office or the Unified Government (UG) Commissioners or Mayor’s office. In addition, the Board would like to add internal call escalations to the report, this would include a CS representative escalating a call.

An update was provided on improvements to the current IVR telephone system that would allow Spanish speaking customers access to the same general information.

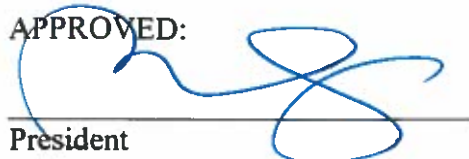
Item #6 – Adjourn

A motion was made to adjourn the Work Session at 5:55 PM by Mr. Bryant, seconded by Mr. Milan and unanimously carried.

ATTEST:


Secretary

APPROVED:


President



Customer Service Dashboard

August 2, 2023

Customer Service Quarterly Reporting Data Sources

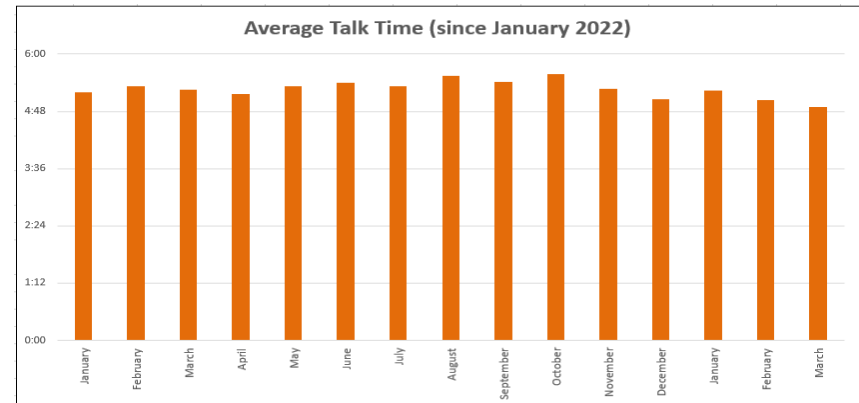
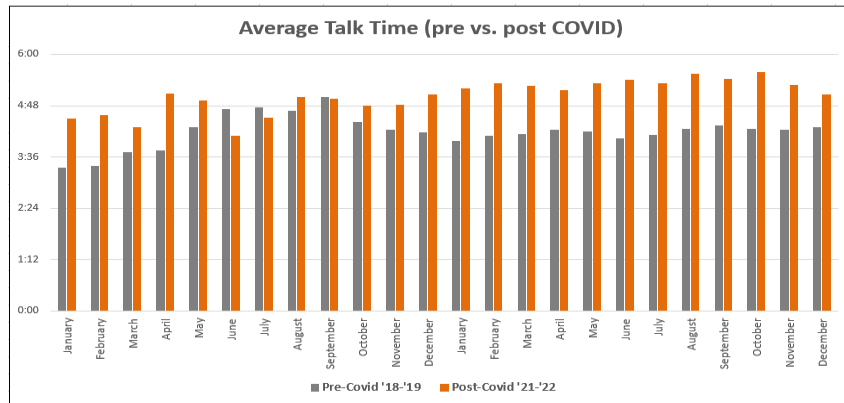
- Customer Accounting
- Customer Relations
- Collections
- Miscellaneous

Potential Quarterly Report Trends

- Average Talk Time
- Customer Self-Service Calls
- Call Wait Time
- Call Escalations
- Call Back in Queue
- Paperless Billing Accounts
- Net Meter Accounts
- FlexPay Accounts
- Payment Arrangements
- Past Due Accounts
- Utility Assistance Payments
- Call Resolution

Average Talk Time

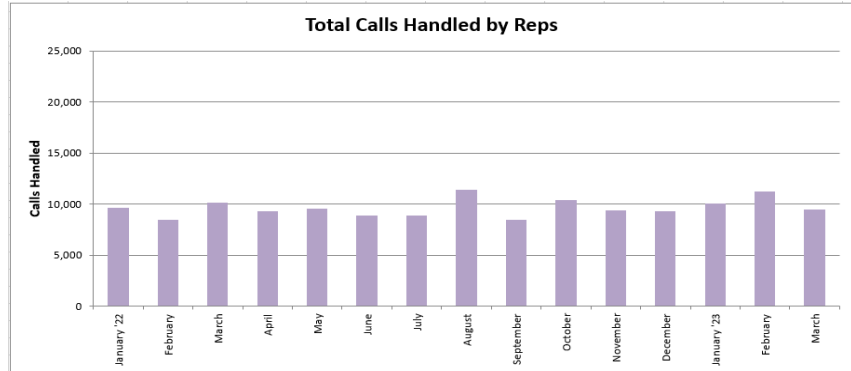
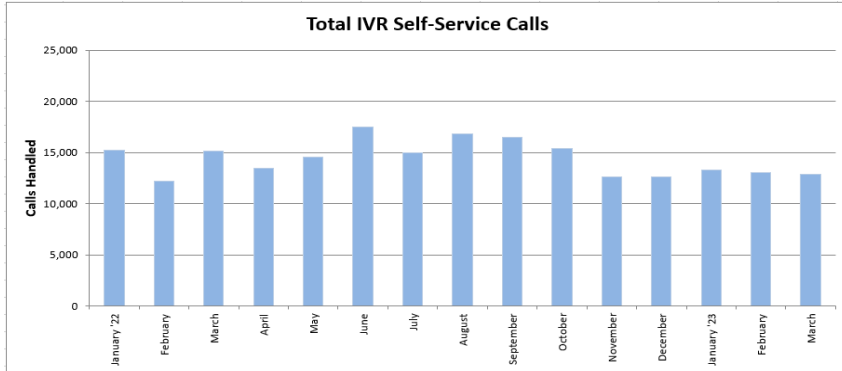
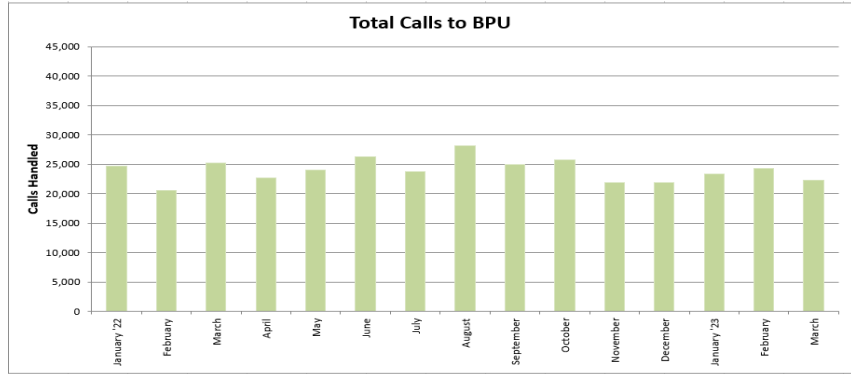
- New programs offered to customers
- New bill print rolled out October 2021
- Payment options for customers: Agency, Arrangements, FlexPay



Customer Service Calls

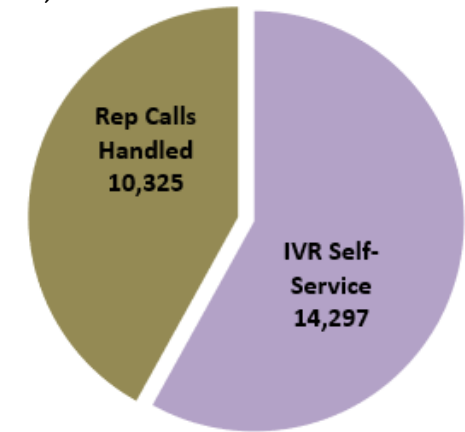
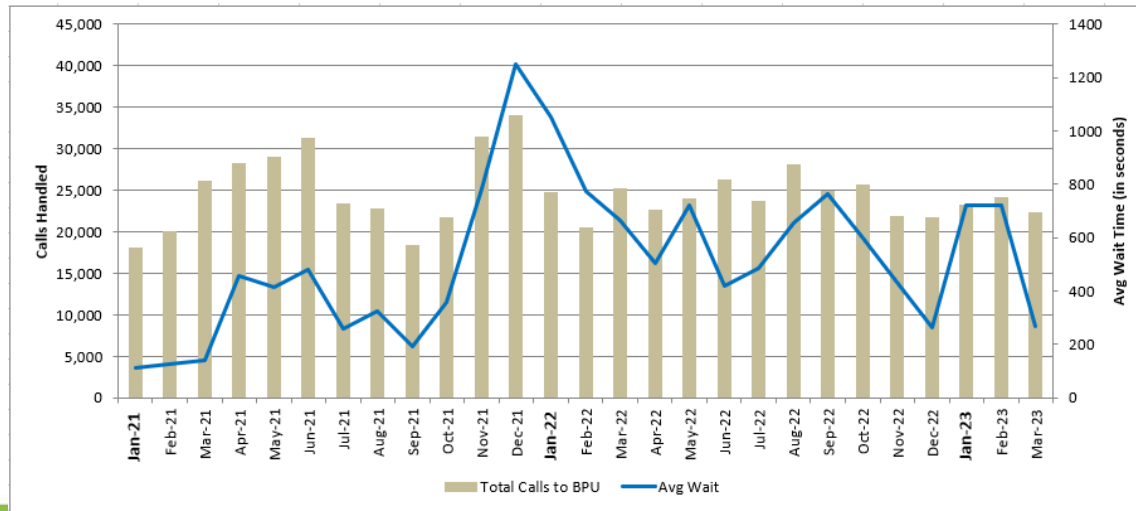
Call Trends over past 15 months

- On average 20K-25K calls come in monthly; More than half resolved in IVR self-service
- Oct 2022 text messaging rolled out
- Calls handled by reps has held fairly consistent (~10,000/mo)



Calls to BPU (starting 2021)

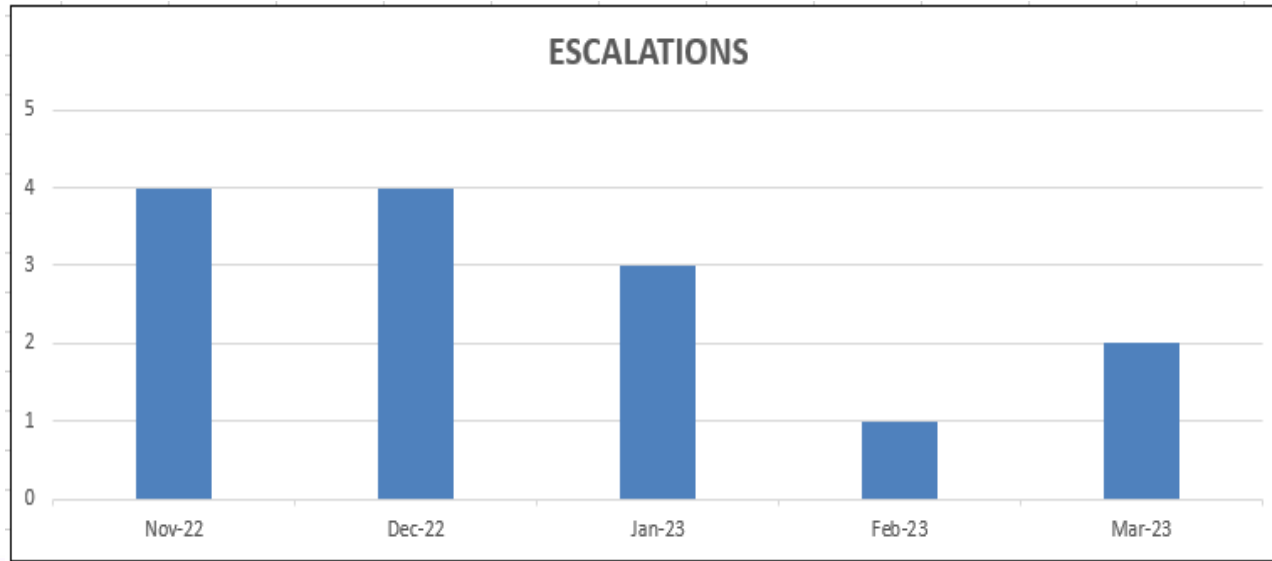
- Approximately 20K-25K calls are handled monthly
- A higher percentage of all calls are handled within our IVR
- Average Wait Time is 8:37 (7:46 not including Dec'21/Jan'22 peak)



**Avg Monthly Calls Handled
'21 - '23**

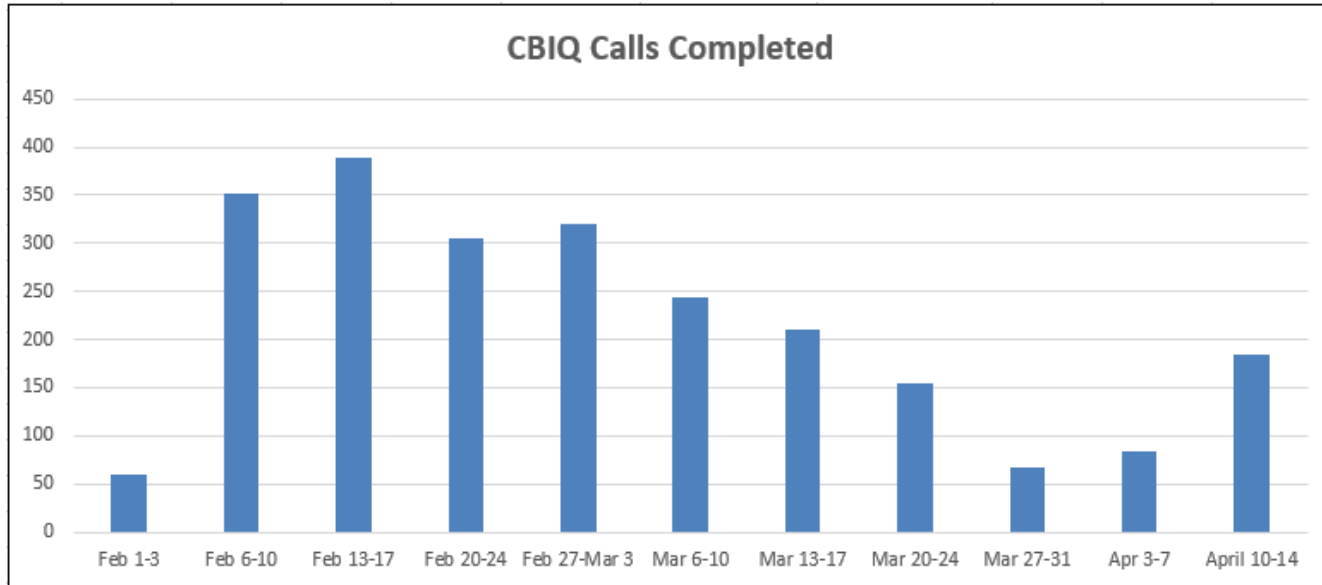
Escalations

- Late in 2022 we started tracking Escalations
- Tracking these items will help with policy and process reviews as well as training

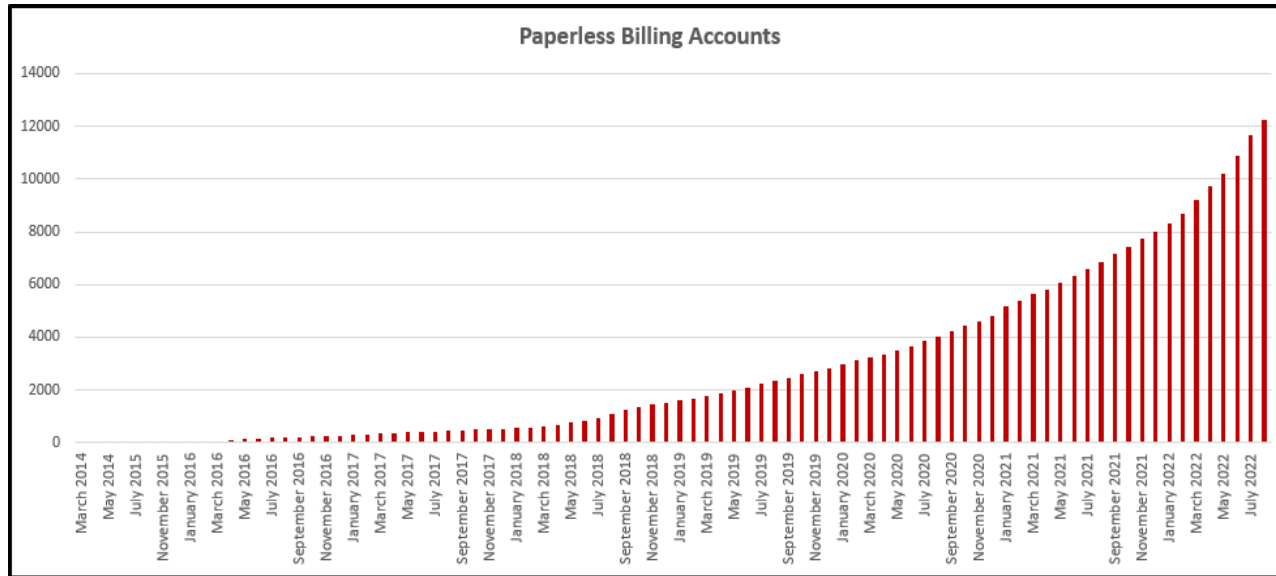


CBIQ

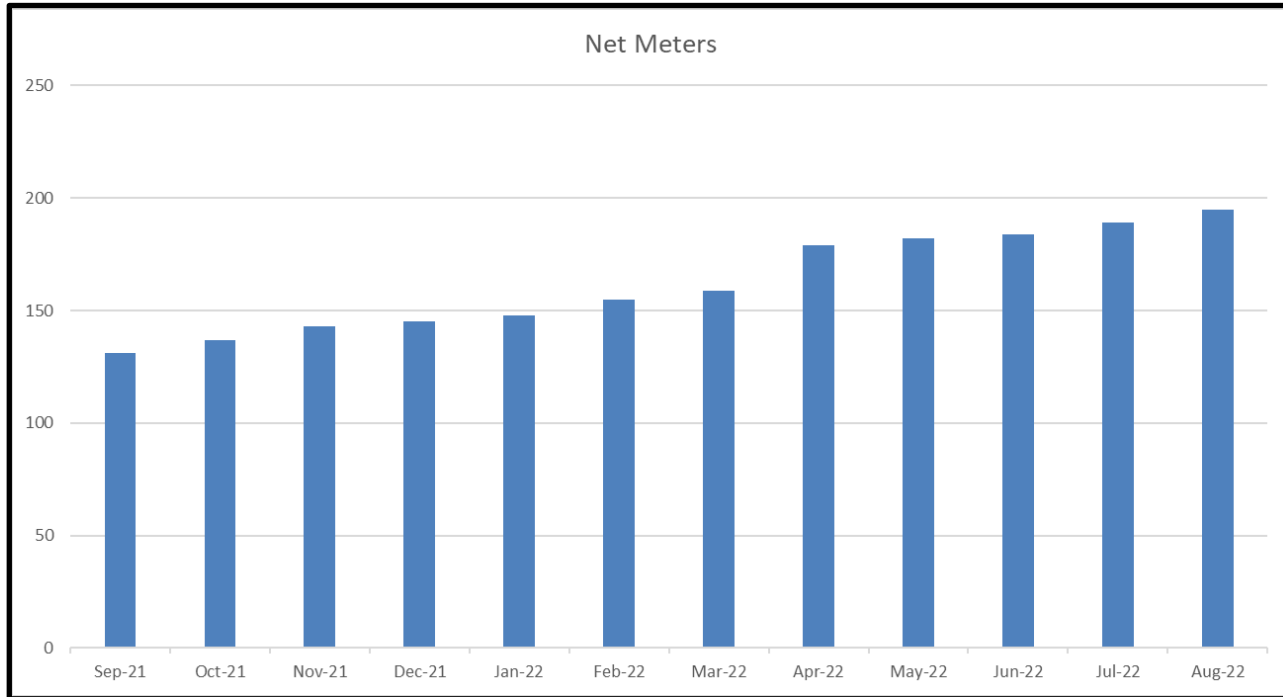
- CBIQ resumed February 1



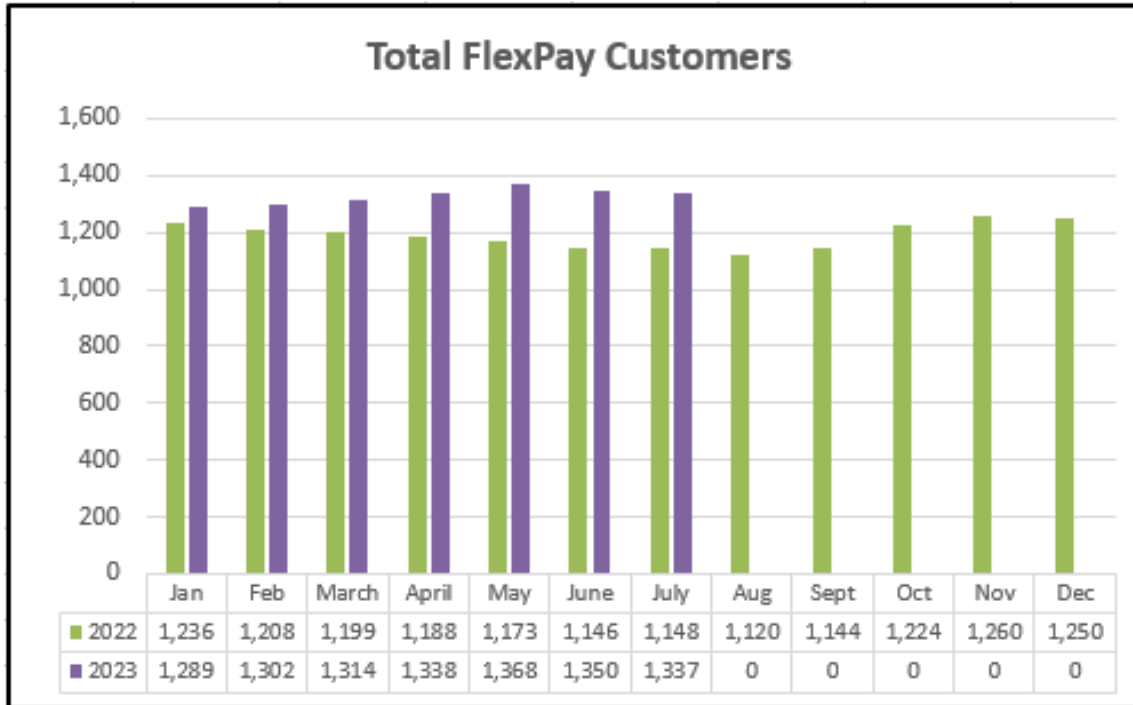
- Launched late 2015; Over 12,000 accounts on paperless billing
- BPU is saving ~\$100,000/year with Paperless Billing



Net Meter Accounts

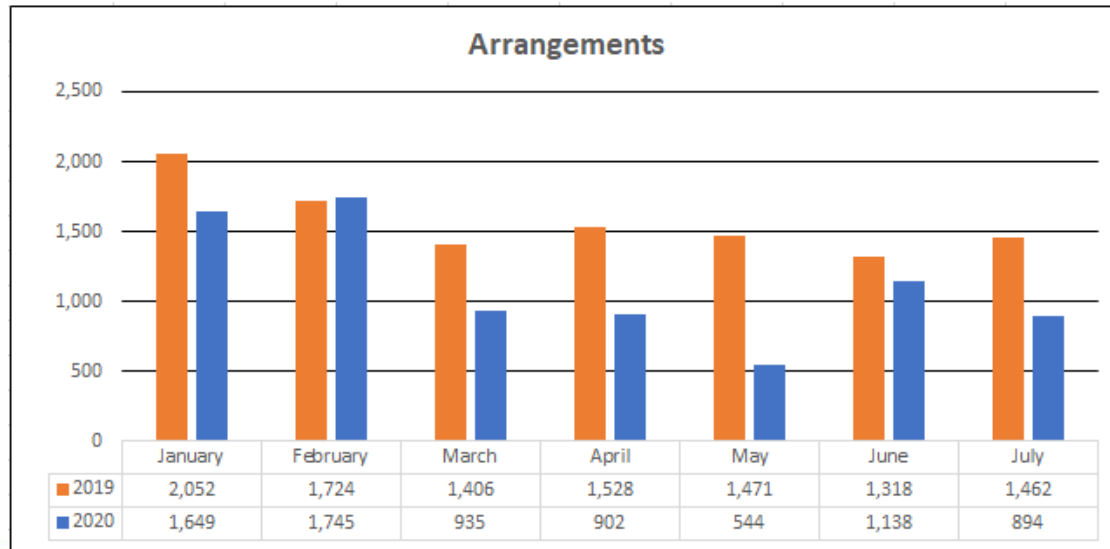


FlexPay Accounts

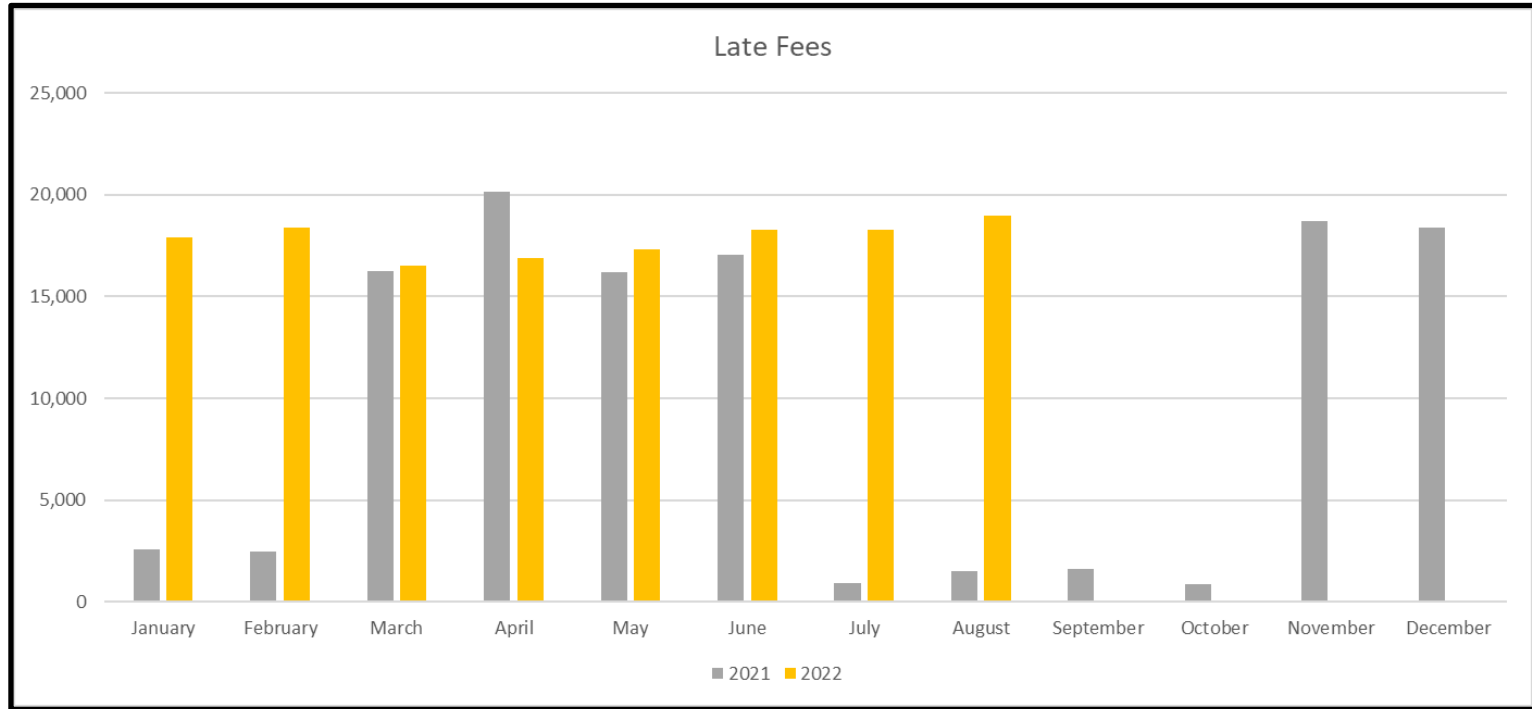


Payment Arrangements 2019 vs 2020

- Payment Arrangements are made through the Payment Arrangement Line
- Current active payment arrangements are approximately 2,150



Past Due Accounts





Utility Assistance Programs

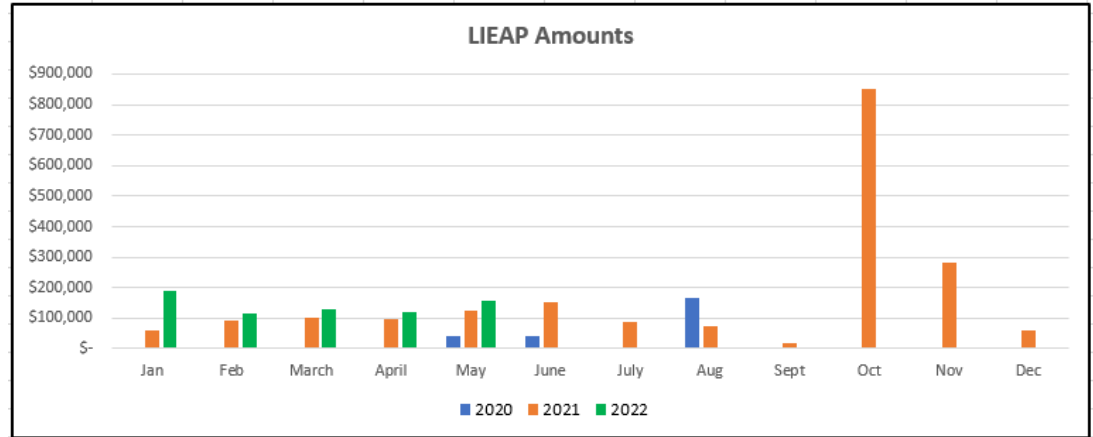
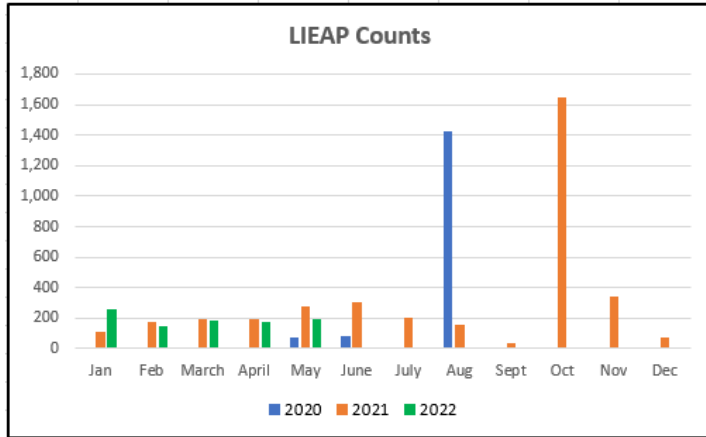
Agencies work with BPU to determine how much assistance is needed on past due bills. Payments (checks) received are applied manually by Cash Operations to the specified accounts.

A few agency programs include:

- **LIEAP** - Low Income Energy Assistance Program; Assists with paying on the Electric portion of the BPU bill.
- **KERA** - Kansas Emergency Rental Assistance; Assists with the utilities, rent & internet. Program began in May 2021.
- **EWAP** - Emergency Water Assistance Program; Assists customer's with the Water portion of the BPU bill. New in past 2-3 months.
- **KHAF** - Kansas Homeowner Assistance Fund; Assists homeowners with their mortgage, property taxes and utilities. New in past 2-3 months.

Utility Assistance Programs

In the past, LIEAP only provided payments once or twice a year. Since COVID, more funds have been made available. We are receiving payments every month, almost daily.



*Thank
you*